

**Department of Information Services**  
**CUSTOMER ADVISORY BOARD**  
**January 28, 2002**  
**Meeting Minutes**

Attending:

Thomas Bynum, Chair, Employment Security Department  
Jim Albert, Office of the Attorney General  
Jim Eby, Department of Fish and Wildlife  
Sue Fleener, Department of Licensing  
Mike Gray, Department of Corrections  
Phil Grigg, Department of General Administration  
Dennis Jones, Office of Financial Management  
Sarah Marlowe, Department of Revenue  
Bob Monn, Department of Ecology  
Cathy Munson, Legislative Service Center  
Dan Parsons, Washington State Patrol  
Herb Potter, City of Olympia  
Doug Tanabe, Department of Personnel  
Shelagh Taylor, Department of Labor and Industries  
Gary Schricker, Department of Health  
Dan Lipp, BIIA  
Gretchen Zataran, BIIA  
Frank Westrum, Department of Health  
Patti Prouty, Office of the Secretary of State  
Susan Smith, Office of the State Auditor  
Bill O'Brien, Department of Transportation  
Christy Ridout, Department of Social and Health Services  
Gerry McDougal, Department of Licensing  
Marla Kentfield, Office of the State Treasurer  
Shannon Marshall, Department of Retirement Systems  
Gary Maciejewski, Department of Agriculture  
Brian Backus, Administrator of the Courts

DIS Staff:

Gary Robinson, Acting Director  
Joyce Turner, Acting Deputy Director  
Lourdes Collins, Management & Oversight of Strategic Technologies  
Stan Ditterline, Management & Oversight of Strategic Technologies  
Mary Lou Griffith, Management & Oversight of Strategic Technologies  
Dave Kirk, Digital Government Applications Academy  
John Specht, Digital Government Applications Academy  
Glen Tapanila, Digital Government Applications Academy  
David Koch, Management & Oversight of Strategic Technologies  
Andy Marcellia, Management & Oversight of Strategic Technologies  
Laura Parma, Interactive Technologies  
Tom Parma, Management & Oversight of Strategic Technologies  
Ellen Langley, Office of the Director  
Nancy Jackson, Communications  
Gail Douglas, Management Services Division  
Kay Metsker, CSD  
Ken Boling, CSD  
Mike Curtright, CSD  
Lance Calisch, CSD  
Becci Riley, CSD

**Welcome and Introductions:**

Thomas Bynum, Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

**Subcommittee Reports:**

Infrastructure – Phil Grigg, Department of General Administration (GA), reported on the Windows 2000 Server Project status noting that LNI and DSHS are in production and GA and ESD are currently in pre-production stage. The Forest Application Developers Committee is currently defining the Active Directory schema and Service Level Agreements with participating agencies are being completed.

Phil reminded CAB members that the Washington Computer Incident Response Center (WACIRC) is asking agencies to submit a single point of contact for communications in the event of a virus attack, etc. Please contact Darlene Kosoff, DIS for further information.

Laura Parma (DIS) noted that based on cost and technical merit, Interwoven has been named the apparent successful vendor for the Content Management RFP. Next steps include a pilot project and an early adopter program.

State and Local Government – Due to the holidays this subcommittee did not meet in December and offered no report.

Human Resources – Doug Tanabe, Department of Personnel (DOP) shared that DOP is expanding their project management curriculum for IT professionals and two new courses will be available locally in March and April (please see your HR office for details). Also, in October, DOP implemented an online employment application allowing candidates to apply on line in seven different job classes. As of this date, DOP has processed 1200 candidates on line. It is expected that by the end of June, 60 more job classifications will be made available for this online process.

**Legislative Update** - Erika Lim (DIS) stated that during this session, two pieces of proposed legislation relate to the IT community. As a result of recent terrorist activities, House Bill 2411 seeks to protect certain domestic security records that are now available under the public disclosure laws. House Bill 2761 deals with the oversight of state technology projects and the manner in which those projects are funded. DIS executive management and staff will be tracking the progress of these bills.

**Mission Critical Systems** - Becci Riley (DIS) gave a high level review of the disaster recovery process. In the event of a disaster, DIS works to have a productive environment in place within 72 hours. While the plan focuses on the recovery of critical information, DIS can only bring up applications to the point of the last full or incremental backup. While at this time there is not a list of priority applications in place, public safety is always the number one priority followed by payments to the public. Decisions regarding resources and priority applications are based on several factors including the specific applications and calendar restrictions (i.e. end of quarter filings, monthly entitlements, etc.) It was noted that the Enterprise Management Group has been asked to submit a list of priority applications to the Homeland Security Committee for review.

**Digital State Award** - Erika Lim (DIS) announced that this year Washington State placed behind Illinois and Kansas which both tied for first place. It was noted that a different format might be used for next year's survey.

**Project Management** - Jim Albert (ATG) gave an update on the first meeting of the Project Management Best Practices subcommittee. At this initial meeting, participants discussed the goals and objectives for the group including interim deliverables. While

agencies use many different project management methodologies, the subcommittee will endeavor to define a standard project lifecycle and develop a “best practices” recommendation.

**Core Systems** – As the ISB representative, Gary Robinson (DIS) reviewed the work of the Systems Subcommittee to date. In the process of working with agency business and technical leadership, a decision-making framework was developed to improve investment decisions on existing state core systems. The goal is to provide more structure around evaluations, set the criteria in advance and develop consistency across agencies. John Specht (DIS) gave a high level overview of the Core Systems Framework Tool noting the four specific stages or decision points. CAB members were asked to review the framework tool at [www.wa.gov/dis/academy/ISBCoreSystems/core.ppt](http://www.wa.gov/dis/academy/ISBCoreSystems/core.ppt) and provide feedback to Dave Kirk ([davek@dis.wa.gov](mailto:davek@dis.wa.gov)) by February 6<sup>th</sup>.

**Central Services Best Practices** – Kathy Rosmond (OFM) reviewed the Best Practices initiative that allows agencies to streamline administrative processes by learning from and integrating best practice tools. The Office of Financial Management, The Departments of General Administration, Personnel and Information Services has compiled a list of those best practices and is available on the statewide intranet, Inside Washington (<http://inside.wa.gov/>). Any questions or suggestions resulting from implementing new Best Practice tools or new nominations can be directed to Kathy Rosmond.

**DIS Customer Service Survey** – Ellen Langley (DIS) shared the results of the customer service survey taken in November and December of last year. This large body of research looks at customer’s top technology priorities in four basic areas: satisfaction with services; staff performance; digital government planning; and awareness and communication. The two components of the survey included a focus group with small agency executives and a telephone questionnaire completed by over 800 customers from state agencies, boards and commissions, tribal and local governments, and the education sector. The research will soon be available on the state intranet, Inside Washington.

**Portfolio II Update** – Stan Ditterline (DIS) reviewed the proposed changes to policies for Portfolio II. Stan stated that the revised Portfolio II Policies and Standards will be distributed via the CAB ListServ and asked that CAB members provide feedback on the proposed changes to him. Feedback will be incorporated for presentation to the ISB for approval at the April 10<sup>th</sup> board meeting.

**December Symposia Report/Update** – Joyce Turner (DIS) reported over 200 people attended the December Digital Government Academy Symposium on accessibility. The January symposium, Digital Government and the Enterprise will cover the evolution of digital government from vision to policy to tools and feature the launch of the Digital Government Guide, a tool kit for implementing digital government. On February 28<sup>th</sup> and March 1<sup>st</sup> a two-day symposium, **Securing the State Enterprise: Information Technology and the Internet**, will feature industry leaders and state IT security experts with both an executive and technical track. For more information on the symposia schedule go to [www.wa.gov/dis/academy](http://www.wa.gov/dis/academy).

**New Business** – Thomas Bynum recognized and wished well Mike Curtright, Assistant Director, DIS who retires the end of January. There was no additional new business and the meeting adjourned at 3:10 p.m.